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Bib Data Sheet

SERIAL NUMBER 10/015,380	FILING OR 371(c) DATE 12/12/2001 RULE	CLASS 379	GROUP ART UNIT 2645	ATTORNEY DOCKET NO. AUS920010824US1
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APPLICANTS

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None AA

** CONTINUING DATA *****

None AA

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 01/28/2002

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after <i>allowance</i>
Verified and Acknowledged	<i>M. Patti</i> <i>Hoosein AA</i> Examiner's Signature Initials
STATE OR COUNTRY	TX
SHEETS DRAWING	9
TOTAL CLAIMS	50
INDEPENDENT CLAIMS	12

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TITLE

Managing caller profiles across multiple hold queues according to authenticated caller identifiers

FILING FEE RECEIVED 2036	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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